

**Central Ohio
Workforce Investment Board**



**WORKFORCE INVESTMENT ACT
Memorandum of Understanding**

Local Area # 11, Columbus and Franklin County

Local Workforce Investment Area #11

Memorandum of Understanding

By And Among

- **The Franklin County Board of Commissioners**
 - **The Mayor of the City of Columbus, Ohio**
 - **The Central Ohio Workforce Investment Board**
 - **The Central Ohio One-Stop Operator Consortium**
 - Columbus State Community College**
 - Eastland-Fairfield Career and Technical Schools**
 - Franklin County Department of Job and Family Services**
- and**
- **The Central Ohio One-Stop Partners:**
 - American Association of Retired Persons (AARP) Foundation**
 - Central Ohio Workforce Investment Corporation**
 - Columbus Department of Development**
 - Columbus Literacy Council**
 - Columbus Metropolitan Area Community Action Organization**
 - Columbus Metropolitan Housing Authority**
 - Columbus Public Schools**
 - Columbus Urban League**
 - Economic and Community Development Institute**
 - Experience Works, Inc.**
 - DEL-JEN/Job Corps**
 - Ohio Department of Job and Family Services**
 - Ohio Rehabilitation Services Commission**
 - The Private Industry Council**

I. PURPOSE OF MEMORANDUM OF UNDERSTANDING

A. PURPOSE: The purpose of this Memorandum of Understanding “MOU”) is to provide an effective foundation for the operation of the local one-stop delivery system herein referred to as the “JobSight System”, and to delineate the relationship between the JobSight System partners regarding their functions, duties, roles, obligations and, responsibilities for implementation of the provisions of section 121(c)(2) of Title I of the Workforce Investment Act of 1998, as amended (“WIA” or the “Workforce Investment Act” or the “Act”). This MOU is also intended to contribute to a cooperative and mutually beneficial relationship between the local chief elected officials, the local workforce investment board, and the various partners in order to coordinate resources, prevent duplication of services, ensure the effective and efficient delivery of workforce services, and establish joint processes and procedures that will enable partners to integrate the current service delivery system resulting in a seamless and comprehensive array of job matching, education, family services, job training and other workforce development related services. The parties to this document propose to coordinate and perform the activities and services described herein within the scope of legislative requirements governing the parties’ respective programs, services and agencies. This MOU also documents the importance of WIA performance measures and continuous quality improvement initiatives.

B. PERIOD OF RELEVANCE: This MOU is designed to serve as a record of the relationship of the signatories from July 1, 2004 until June 30, 2005 unless modified by the partners. The period of relevance for each partner will commence upon the date of that partner’s signature or upon the date of commencement of the MOU, whichever comes later. This MOU will be reviewed annually for modification and/or amendment. Upon agreement by the parties, this MOU will be renewed for each State fiscal year biennium period based on the annual reviews and subsequent modification and/or amendment.

II. BACKGROUND, MISSION AND VISION

A. BACKGROUND: Members of the Area 11 Workforce Investment Board, and representatives of the Central Ohio **JobSight/One-Stop** partners, with assistance from the Franklin County Department of Job and Family Services staff, developed this MOU in order to ensure that the following five principles of WIA are implemented:

- 1. Universal Eligibility:** All customers, including those with special needs and barriers to employment, will have access to a set of core services through a one-stop delivery system, designed to provide information to make career and labor market decisions. Core, intensive, training and support services will be made accessible on-site.
- 2. One-Stop Approach:** All customers may explore work readiness and career development services and will have access to information on a wide range of employment, training, and adult and occupational education programs. Services will be made available through the one-stop center(s).

3. **Individual Choice:** Customers will have access to a vast array of career, skill, employment and training information to obtain the services and skills they need to enhance their employment opportunities, based on their individual needs.
4. **Regional Development:** To develop a workforce development system that upgrades the regional area workplace skills and enhances the economic development of the area. Services such as tax credits and labor market information will be made accessible on-site at the one-stop center(s).
5. **Cost Effectiveness:** All customers will have access to a system that minimizes costs, enhances the participation of employers and job seekers served through the system and does not duplicate services.

B. MISSION AND VISION:

Mission Statement

We, the Central Ohio Workforce Investment Board, want to be known for building an accountable, high performing, market-driven, and streamlined workforce development system that is based on employer recognized skill standards and collaboration among stakeholders in order to prepare adults and youth for the skilled jobs of today and the careers of tomorrow.

Vision Statement

We envision creating, nurturing, and maintaining a competent, empowered workforce which provides Columbus and Franklin County the unique opportunity to attract and retain new businesses.

III. PARTIES TO THIS MEMORANDUM OF UNDERSTANDING

The Workforce Investment Act clearly identifies the one-stop delivery system as the service delivery system for programs funded under the Act and its partner programs. The Central Ohio One-Stop Delivery System (the “**JobSight System**”) is a collaboration of the onsite partners that are responsible for administering workforce investment, educational, and other human services programs and funding streams. The following parties are involved in the administration of the Area 11 One-Stop (**JobSight**) System.

A. **Governing Authority and General Administration**

1. **The Franklin County Board of Commissioners**, 373 S. High Street, Columbus, Ohio 43215 [(614) 462-5729]. Oversees the local workforce development system and represents the local governing authorities.
2. **Mayor, City of Columbus**, 90 W. Broad Street, Columbus, Ohio 43215 [(614) 645-6610]. Oversees the local workforce development system and represents the local governing authorities.
3. **Central Ohio Workforce Investment Board (the “Workforce Investment Board”)**, c/o The Greater Columbus Chamber of Commerce, 37 North High Street, Columbus, Ohio 43215 [(614) 225-6930]. Designated to work in partnership with the Franklin County Board of Commissioners and the Mayor of the City of Columbus to establish policies and oversee the local workforce development system. Brings together representatives of business, education and laborers to assess the workforce needs of employers and the employment and training needs of job seekers.
4. **Central Ohio Workforce Investment Corporation (the “WIC”)**, c/o Greater Columbus Chamber of Commerce, 37 North High Street, Columbus, Ohio 43215 [(614) 225-6530]. Designated as the administrative entity to manage the local workforce development system and to serve as the fiscal agent for all Title I WIA funds allocated to the local workforce development system. The Workforce Investment Board also serves as the Board of Directors of the WIC.
5. **Franklin County Department of Job and Family Services (“FCDJFS”)**, 80 East Fulton Street, Columbus, Ohio 43215 [(614) 462-5818]. Designated as a member of the One-Stop Operator Consortium, and is responsible for administration, management and coordination of activities at physical one stop center(s).
6. **Columbus State Community College**, 550 E. Spring Street, Columbus Ohio 43216-0609 [(614) 287-2511]. Designated as a member of the One-Stop Operator Consortium, and is responsible for administration, management and coordination of activities at physical one stop site(s).
7. **Eastland-Fairfield Career and Technical Schools**, 4300 Amalgamated Place, Groveport, Ohio 43125-9236 [(614) 836-4541]. Designated as a One-Stop Operator Consortium, and is responsible for administration, management and coordination of activities at physical one stop site(s).

The general duties of the One-Stop Operator Consortium includes staffing of the one-stop center(s), delivering and/or arranging core, intensive and training services for adults, dislocated workers and youth, and providing staff development and training in an effective manner in order to assure customer satisfaction. The One-Stop Operator Consortium is directed by the Workforce Investment Board in the development and implementation of WIA policies and procedures which

are related to the operation of the JobSight System. The local JobSight offices provide valuable information to both employers and job seekers alike. Customers are assisted with job matches; local, regional, and national labor market information as well as effective career exploration and career development services. In addition, the JobSite System provides customers with access to long and short-term training, on-the-job training, and customized training as determined by the local economic indicators.

B. Required One-Stop Partners

1. WIA Title I Programs (Adult, Dislocated, Youth)

The WIC is designated as the administrative entity for Title I, WIA programs for adults, dislocated workers and youth.

The Ohio Department of Job and Family Services is the recipient of funds under WIA Titles I and III for the administration and provision of Wagner-Peyser program activities, Unemployment Insurance, Re-employment Services, Trade Adjustment Assistance, and Veterans Employment and Training Programs. (under chapter 41, Title 38 U.S.C.)

2. WIA Title II Programs (Adult Education and Literacy)

Eastland-Fairfield Career and Technical Schools is a grant recipient of WIA Title II funds for Adult Education and Family Literacy.

Columbus Public Schools North Adult Education Center is a grant recipient of WIA Title II funds for Adult Education and Family Literacy.

Columbus Literacy Council is a grant recipient of WIA Title II funds for Adult Education and Family Literacy.

3. WIA Title III Programs (Wagner-Peyser, TAA, UI, Re-employment Services, Veterans E&T)

The Ohio Department of Job and Family Services is the recipient of funds under WIA Titles I and III for the administration and provision of Wagner-Peyser Program activities, Unemployment Insurance, Re-Employment Services, Trade Adjustment Assistance, and Veterans Employment and Training Programs. (under chapter 41, Title 38 U.S.C.)

4. WIA Title IV Programs (Vocational Rehabilitation Services)

Ohio Rehabilitation Services Commission, Columbus BVR Area Office is the recipient of funds under WIA Title IV for the administration and provision of vocational rehabilitation services and employment assistance to eligible individuals with disabilities.

5. **Title V Older Americans Act (Senior Community Services Employment Program)**

AARP Senior Community Services Employment Program is a grant recipient and provider of services under the Title V., Older Americans Act .

Experience Works is a grant recipient and provider of services under the Title V., Older Americans Act.

6. **Carl Perkins Vocational And Applied Technology Education Act (Post Secondary Voc. Ed.)**

Eastland-Fairfield Career and Technical Schools is a provider of post secondary vocational education activities under the Carl Perkins Vocational and Applied Technology Education Act.

Columbus Public Schools North Adult Education Center is a provider of post secondary vocational education activities under the Carl Perkins Vocational and Applied Technology Education Act.

Columbus State Community College is a provider of post secondary vocational education activities under the Carl Perkins Vocational and Applied Technology Education Act.

7. **TANF (Temporary Assistance for Needy Families/OWF Ohio Works First-PRC Prevention, Retention and Contingency Programs)**

Franklin County Department of Job and Family Services is responsible for operating Temporary Assistance to Needy Families (TANF) programs and services, which include the Ohio Works First Program (OWF), Prevention, Retention and Contingency (PRC) program, child care, transportation and other support services.

8. **Community Services Block Grant (“CSBG”) Employment and Training Programs**

The Columbus Metropolitan Area Community Action Organization is the grant recipient and provider of services under the Community Services Block Grant for employment and training activities to the economically disadvantaged through various educational, childcare, health, employment, emergency food and medical support services.

The City of Columbus Housing and Community Services Department is a grant recipient of Community Services Block Grant funds, which offer employment and training related services.

9. **Housing and Urban Development (“HUD”) Employment and Training Programs**

Columbus Metropolitan Housing Authority is a grant recipient of federal funds from the Department of Housing and Urban Development to assist public housing residents with supportive services, resident empowerment, conflict resolution, housing management, jobs and training, apprenticeships, construction training, education and other related services.

10. **Welfare-to-Work Programs (Social Security Act Section 403 (a) (5))**

We are unaware of any agencies or organizations in the local workforce investment area that are receiving Welfare-to-Work funds at this time

11. **Other WIA Title I Programs (Job Corps, Native American Programs, Migrant/Seasonal Farm Workers, Veterans Workforce, National Emergency Grant, and Demonstration Pilot Programs)**

Del-Jen is the grant recipient and service provider for youth services under Title I and operate Job Corps services as a contract provider.

12. **Non-Required One-Stop System Partners**

Columbus Urban League was a grant recipient of Older American Funds under Title V and Welfare-to-Work funds. It no longer receives these grants but chooses to remain a partner even though it is no longer mandated to do so.

Jewish Family Services was a grant recipient of federal DOL Employment and Training funds, however the grant has or will soon terminate. Its’ spin-off agency, Economic and Community Development Institute, chose to remain a partner even though it is no longer mandated to do so.

Private Industry Council was the grant recipient of federal Welfare-to-Work funding but no longer receives this funding. It chooses to remain a partner even though it is no longer mandated to do so.

JobSight System Partner Contact Information

<p>City Of Columbus Department of Development</p> <p>50 W. Gay Street, 2ND Floor Columbus, Ohio 43215- 9040 Phone: 614-645-5630 Fax: 614-645-6787 Contact Person: Isom Nivins</p>	<p>CMACAO Columbus Metropolitan Area Community Action Organization</p> <p>700 Bryden Road Columbus, Ohio 43215- 4838 Phone: (614) 324-5115 Fax: (614) 324-5134 Contact Person: Mr. George Yirga, President & CEO</p>	<p>Private Industry Council Inc.</p> <p>1990 Jefferson Ave. Columbus, Ohio 43205 Phone: (614) 298-4742 Fax: (614) 298-9107 Contact Person: M. Danielle White, Executive Director</p>
<p>Columbus Literacy Council Student Services</p> <p>1200 W. Broad Street Columbus, Ohio 43222- 1319 Phone: (614) 275-0660 Fax: (614) 275-4303 Contract Person: Mary Passaglia</p>	<p>Eastland–Fairfield Career and Technical Schools</p> <p>4300 Amalgamated Place Groveport, Ohio 43125- 9236 Phone: (614) 836-4541 Fax: (614) 836-0203 Contact Person: Jane Hines, Adult Workforce Development Director</p>	<p>Columbus Public Schools Department Of Community Education North Adult Ed. Ctr.</p> <p>100 Arcadia Avenue Columbus, Ohio 43202 Phone: (614) 365-6000 (614) 365-5247 Fax: (614) 365-5239 Contact Person: Wm. Blain Waldron, Acting Director, Adult & Community Education</p>
<p>Ohio Rehabilitation Services Commission</p> <p>2030 Kenny Road Columbus, Ohio 43221 Phone: (614) 466-9364 Fax: (614) 995-1163 Contact Person: Ginger Howard, Southeast Manager</p>	<p>Ohio Department of Job and Family Services</p> <p>52 Robinwood Avenue Columbus, Ohio 43213 Phone (614) 644-4775 Fax: (614) 644-4790 Contact Person: Ms. Karen Jordan, Manager</p>	<p>Experience Works Inc.</p> <p>c/o Northeast COC 3443 Agler Rd. Columbus, Ohio 43219 Phone: (614) 428-6784 Fax: (614) 428-6859 Contact Person: Faye Sharp, Field Operations Coordinator</p>
<p>Columbus State Community College Community Education And Workforce Dev.</p> <p>550 E. Spring Street Columbus, Ohio 43216- 0609 Phone: (614) 287-2511 Fax: (614) 287-5697 Contact Person: Jan Wagner, Dean, Community Education and Workforce Development Division</p>	<p>Economic and Community Development Institute</p> <p>1151 College Ave Columbus, Ohio 43209 Phone: (614) 231-1890 Fax: (614) 231-4978 Contact Person: Ms. Inna Kinney, President</p>	<p>Columbus Metropolitan Housing Authority (CMHA)</p> <p>880 E. 11th Avenue Columbus, Ohio 43211 Phone: (614) 421-6190 Fax: (614) 421-4505 Contact Person: Mr. John Hahn, Assistant Director</p>

<p>Job Corps</p> <p>595 East Broad Street Suite 100 Columbus, Ohio 43215 Phone: (614) 221-0642 or 1-800-677-3374 Fax: (614) 221-6221 Contact Person: Tim Chambers, Project Director</p> <p>Columbus Urban League</p> <p>788 Mt. Vernon Avenue Columbus, Ohio 43203- 1408 Phone: (614) 257-6300 Fax: (614) 253-1435 Contact Person: Jeremy Polley</p>	<p>Senior Community Service Employment Program (AARP)</p> <p>1393 East Broad Street Suite 105 Columbus, Ohio 43205 Phone: (614) 252-01 Fax: (614) 252-0162 Contact Person: Robert G. Cole, Project Director</p>	<p>Franklin County Department Of Job And Family Services</p> <p>80 East Fulton Street Columbus, Ohio 43215- 5127 Phone: (614) 462-5818 Fax: (614) 462-3883 Contact Person: Wm. Willis Jr., Workforce Development Director</p>
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IV. PARTNER RESPONSIBILITIES

A. SERVICES TO BE PROVIDED: Each partner is responsible for the provision of services associated with the one-stop delivery system sites. The levels of services begin with a set of core services available to the universal population. Further assessments may necessitate the need for more intensive and/or training services. These services are customized and based upon Columbus and Franklin County's needs. The details are outlined in Attachments A, (Worksheet A) and A-1 which is a series of three documents. 1. One-stop Service Delivery Flow, 2. WIA Services Description and 3 Details of Partner Responsibilities).

1. Service Description:

A full description of the services offered through the Central Ohio One-Stop Delivery System is provided in the Attachments A through A3.

Core Services are offered to any customer who visits the one-stop center(s) regardless of income. Services under the core level include things such as eligibility for funding, outreach, intake and orientation, job search and placement services, information regarding performance and cost of training providers, local performance measures, and the availability of support services. Information on how to file for unemployment insurance, linkage and referral to other partner agencies, non-WIA services and programs, follow up services, re-employment services, employer/business services and job development coordination among partners is also provided.

Intensive Services are provided to individuals when it is determined by initial assessment that the individual is unable to obtain or retain employment through current core level services. Intensive services provide more comprehensive assessment, career development services, in-depth strategies and resources that support the individual in his or her career development, job readiness or employment plan. Intensive services include things such as: comprehensive or special assessments, development of an individual employment plan, individual or group counseling, career planning, short-term pre-vocational services, adult education/literacy, or job readiness training.

Training Services are provided to customers who have completed core and intensive level services and are still not able to obtain or maintain employment or who have been determined to be in need of additional training. Training services include occupational skills training, on the job training, skills upgrade training, entrepreneurial training, incumbent worker training, and customized training, and may be long or short term depending on the need of the customer and the economic conditions at the time of the training.

2. Partner Service Responsibilities:

It is the goal of the Workforce Investment Board to serve the universal customer and to assure the best possible service is provided to each customer entering the JobSight System. The customer base is segmented into two distinct categories: the business customer and the job seeker customer. Services to both are equally important. Attachments A through A4 provide the detailed customer flow and service process. The mandatory partners agree to accommodate a process and flow which serves the best interest of both our business and job seeker customers. Our goal is to work toward an integrated service delivery system and not simply a co-location model. The partner service responsibilities are listed in the matrix of Worksheet A.

3. Methods of Referral:

The referral process provides convenience of services to individuals and businesses using JobSight Centers and makes available all core services at the sites. This process provides for a continuum of services and follow-up to ensure individual and business needs have been met. Staff-assisted services are essential to making self-service resources accessible to customers. Services mandating staff assistance, such as, the release of suppressed job information, are exempted from the Core Services Application/Referral process. **The Core Services Application/Referral Form (Attachment A-4. This form also has a second page that outlines form instructions)** will be used to gather demographic and pre-registration information on core level customers and to refer potentially eligible customers to other partner services. The function of the Core Services Application/Referral Form is to: a.) make an initial determination of the customer's eligibility for services; b.) identify the customer's WIA category; c.) serve as documentation of a referral to a partner agency; d.) identify the type of services provided by the referring agency; e.) provide for a release of information and allow partners to share eligibility, service and employment information;

f.) identify the appropriate staff/department of the receiving agency, and g.) serve as turn-around document identifying the services provided by the receiving agency. All partners agree to follow the JobSight Center(s) referral process and prescribed workflow.

The standard WIA application will be used to register eligible customers for WIA services. **See attachment A-7.**

4. Customer Work Flow:

The JobSight Centers work flow and referral process is designed to afford our customers access to all core services of the JobSight Centers and the JobSight System. The service process and customer flow are designed to accommodate any customer scenario either directly or by referral to partner agencies. The JobSight System is designed from the perspective of the job seeker customer as well as the business customer with convenience and quality in mind. **The general service delivery flow and detail of responsibilities are outlined in Attachment A-1. The job seeker flow and the business flow are outlined in Attachments A-2 and A-3.**

5. Partner Referral:

Referrals will be tracked using the common intake/referral form noted in the customer work flow narrative. A general needs assessment will be completed to determine to whom the customer should be referred and what degree of services the customer might require. In some instances the customer will simply be referred to a partner agency. In other instances a formal referral process will be followed and maintained. WIB's local E-CAM system is equipped to track and monitor all referrals to internal and external partners. The general core referral form is online and can be used as a hardcopy or through electronic means, if necessary. In addition, it is the desire of the Workforce Investment Board to include all One Stop Partners in the ECAM tracking system. A One-Stop Partner will have the ability to accept electronic referrals, monitor common customers, add case notes and also submit billing information, if the partner happens to be a service provider as well.

B. RESOURCE COST SHARING: The provision of direct services to individuals and businesses is a key component in the JobSight System. Each partner serves a specific segment of the population and provides services that benefit those individuals. One-Stop Partners are responsible for the funding of their direct program services. The JobSight System includes operational expenses at the comprehensive site located at 3723 South High Street, Columbus, Ohio 43215. Partners have shown interest in co-locating at other sites throughout the city but financial arrangements have not been discussed at this point. This MOU will be revised when and if other partner co-location plans have been solidified. All One-Stop Partners will share proportionate responsibilities for the costs of the operation expenses of the JobSight System.

1. **Operational Budget:**

The total preliminary operational budget for the JobSight System is **\$299,110.00**. Each partner's proportionate fair share has been calculated using the full time equivalent or FTE method. The square footage method was used to determine facilities cost, equipment, supplies and resource room operation costs. (The One-Stop Budget is included in Attachments B and B-1 to this MOU).

2. **Resource/Cost Sharing Agreement:**

An overview of each partner's fair share operational cost is outlined in Attachment B, the Resource/Cost Sharing Agreement. Included in the attachment is a narrative describing the cost sharing expense items and the contribution of the partners. A quarterly reconciliation of budget and actual costs will be conducted and costs sharing budgets will be adjusted based on this reconciliation.

V. **GENERAL PROVISIONS**

A. **PERFORMANCE GOALS:** All partners agree to coordinate to meet or exceed the WIA performance measures for the JobSight System. Performance scope will include adults, dislocated workers, older youth, younger youth, and customer satisfaction as outlined in the Workforce Investment Act. The One-Stop Operator Consortium will report quarterly on performance status. Partners agree to meet as needed to discuss and analyze performance status and to work together to develop and implement processes and procedures to assure performance measures are met. A partner that is an eligible training provider will post the eligible training provider information at its service delivery location. (The WIA Performance Measures are included as Attachment C.)

B. **PERFORMANCE REPORTING:** All partners will participate in a common intake, referral and individual tracking system operating through the JobSight Center(s). Whenever WIA funds are expended to serve an individual, all partners agree to enter and maintain that information through the required state tracking system. All partners also agree to refer and/or enter all job openings and individuals into the state automated system (SCOTI) with agreement of the employer and /or job seeker.

C. **CONTINUOUS IMPROVEMENT:** All partners will participate in an on-going process of program review and evaluation in an effort to improve the quality of service and to promote the integration of activities and related programs or services as appropriate. Partners will also participate in a joint planning process that will regularly analyze the workforce and business community trends and adapt to their needs as appropriate. All partners agree to the use of a standard tool to capture customer satisfaction data. Data will be gathered and compiled on a regular basis from the daily surveys which are forwarded from the JobSight Centers staff. Routine reports will be generated and shared with all partners.

D. **INFORMATION SHARING/CONFIDENTIALITY:** All partners agree that any information considered public assistance information pursuant to section 5101.26 of the Ohio Revised Code received by partners pursuant to their involvement with the one-stop delivery system will be used only for the purposes set out in this MOU and will not

be released to anyone except as allowed by section 5101.27 of the Ohio Revised Code or any other state or federal law which governs release of the information. The partners also agree that the sharing of unemployment compensation claim, wage, employer or employment and training information will be for the purpose of providing employment and training programs and services pursuant to the provisions contained in section 4141-43-01 and 4141-43-02 of the Ohio Administrative Code. Additionally, the partners agree that the use of confidential information obtained through and with the Ohio Rehabilitation Services Commission will be governed under Section 3304-2-63 of the Ohio Administrative Code.

E. AMENDMENTS: Except as set forth in paragraph (2), the information contained in this MOU may be modified or amended only by written consent of all of the partners. Any request to modify or amend a provision of this MOU should be made in writing to the Workforce Investment Board and must be agreed to by all partners. The Workforce Investment Board will notify the other partners of the details of any modification request.

Notwithstanding the foregoing, this MOU may be modified from time to time to add new One-Stop Partners. These new partners may sign this MOU in its existing form as of the time that they are being added. All partners to this MOU will be notified in writing of additional partners joining in this MOU. Any adjustment of cost sharing items will be reviewed prior to adding additional partners.

It is understood by the partners that each should be able to fulfill its JobSight System role in full accordance with any federal and state laws and policies which govern or affect their activities. Nothing in this agreement is intended to negate or otherwise render ineffective any such provisions or operations procedures. If at any time any party is unable to perform its functions under this MOU consistent with federal, state, or local statutory, regulatory or policy mandates, the affected party should immediately provide written notice to all other parties of their intent to amend or modify this MOU at least 30 days in advance of effectuating the amendment or modification. No consent from the other parties will be requested if an amendment or modification is made pursuant to this provision. Periodically the Resource/Cost Sharing Agreement (Attachment B) may require adjustments based on reconciliation of projected costs to actual expenses and for minor adjustments to cost sharing items. Minor adjustments of this type will not require a formal amendment to this MOU. The fiscal agent for the JobSight System is required to notify the partners of any such modification.

F. SUPPLEMENTAL AGREEMENTS: To ensure utmost flexibility for all partners, it is understood that the Workforce Investment Board may enter into separate legally enforceable agreements with each partner, or a combination of partners, which will specify the rights and obligations of that particular partner and the Workforce Investment Board. Any supplemental agreement, amendment or attachment made pursuant to this provision will automatically be incorporated by reference into this MOU and copies shall be provided to all partners.

G. IMPASSE RESOLUTION: In the event that an impasse should arise between one or more partners, and/or between one or more partners and the Workforce Investment Board, regarding the terms and conditions, the performance under, or the administration of this MOU, the following procedure will be initiated: (1) A written document detailing the impasse will be submitted to the One-Stop Operator Consortium. The Workforce

Investment Board and the One-Stop Operator Consortium will attempt to resolve the issue. The Workforce Investment Board and the relevant partner(s) should document the negotiations and efforts that have taken place to resolve the issue. (2) If the impasse is not resolved, the Executive Committee of the Workforce Investment Board will appoint a special committee to review and attempt resolution of the impasse. (3) In the event a resolution cannot be reached thereafter, the Workforce Investment Board Chairperson will meet with the local chief elected official(s) and/or the partner(s) and/or the One-Stop Operator Consortium based on the nature of the impasse to resolve the issue and will make a recommendation to the Workforce Investment Board within thirty (30) working days of receiving the dispute. The whole process should be completed within ninety (90) days. Impasses involving state level partners will have the participation of their respective executive director, administrator or his or her designee(s), in all resolution activities.

H. WITHDRAWAL: Partners having legally enforceable agreements relating to their participation in the local one-stop delivery system may be bound by the terms contained therein, but since this is an informational document, any partner to this MOU may withdraw as a signatory from this MOU. Written notice from the withdrawing partner shall be provided to all other parties to this MOU setting forth its intent to withdraw at least thirty (30) days prior to the effective date of such withdrawal . Withdrawal by one or more partners to this MOU may result in withdrawal from the MOU for the remaining partners if the service or funds provided by the withdrawing partner(s) is/are essential to the continuing viability of the JobSightSystem and the withdrawing partner(s) cannot be easily replaced.

I. NON-DISCRIMINATION: All partners to this MOU are equal opportunity employers. All partners understand they must comply with 29 C.F.R. 37.30 which states it is against the law for a partner to discriminate on the following basis: against any individual in the United States, on the basis of race, color, religion, sex, national origin, age, disability, political affiliation or belief; and against any beneficiary of programs financially assisted under Title I of the Workforce Investment Act of 1998 (WIA), on the basis of the beneficiary's citizenship/status as a lawfully admitted immigrant authorized to work in the United States, or his or her participation in any WIA Title I-financially assisted program or activity, including section 188 of the Workforce Investment Act. The recipient must not discriminate in any of the following areas: deciding who will be admitted, or have access, to any WIA Title I-financially assisted program or activity; providing opportunities in, or treating any person with regard to, such a program or activity; or making employment decisions in the administration of, or in connection with, such a program or activity.

J. MISCELLANEOUS:

1. No Indemnification and Liability: By executing this MOU each partner agrees to work together to deliver workforce services to the citizens and employers located in Columbus and Franklin County. However, the partners are not legally “partners” to the extent that term encompasses joint and several liabilities. Each partner under this MOU is responsible for its own employees, representatives, agents, and subcontractors.

2. Mutual Respect of Organizational Practices: All partners identified in this MOU or in supplemental agreements to this MOU will respect each other’s

organizational practices and management structures in the provision of services under this MOU.

3. **Records Maintenance:** Each member of the One-Stop Operator Consortium is responsible for all records pertaining to the administration and operation of the One-Stop Center(s) operated by it. This includes all fiscal and accounting records, budgets, performance measures, referral tracking records, customer service surveys and any other pertinent records. The WIC is responsible for all records pertaining to the administration and operation of the Workforce Investment Board office(s). In addition, the WIC will provide all partners with an annual report that outlines budget expenditures/reconciliations, services provided and populations served, and performance information. These records will be made available to all partners upon request. When a partner's record retention policies are not equal, the most stringent of these policies should be applied to all partners in regard to any one-stop costs. (Reference 29 CFR 97.42)
4. **Cross-training:** The partners will encourage, accommodate staff, and/or provide training and cross-training, as deemed appropriate, to ensure that all partner staff are familiar with all programs represented within the JobSight System in order to integrate services, reduce duplication and improve overall service delivery.
5. **Veterans Preference:** All applicable federally funded employment and training programs administered by the JobSight System will include a veteran priority system to provide maximum employment and training opportunities to veterans and other eligible persons within each targeted group as established by applicable federal law and state and federal policy in the service area.
6. **Re-Employment Services/Compensation Claimants:** The One-Stop Operator Consortium will assume responsibility for selecting, scheduling, delivering and reporting orientation sessions and other re-employment services for claimants as outlined in the one stop re-employment services which are attached to this agreement for reference.
7. **One-Stop Policies and Procedures:** The JobSight System partners agree to maintain operational control and responsibility for their respective staff, while assuring that such staff adheres to policies and procedures of the local one-stop delivery system. Any "partner specific" variances with JobSight System policies and procedures will be documented in a supplemental agreement separate from this MOU. General operational policies were drafted and adopted in 2000 and are in the process of being revised. See attachment D

VI. SIGNATURE PAGE

By signing this MOU, each One-Stop Partner acknowledges that it has reviewed the contents of this document and finds that this MOU accurately reflects a general understanding of its involvement in the JobSight system.

(Note: Several partners have had, or will have federal grants or funding streams terminate during the course of this MOU.)

Michael B. Coleman, Mayor, City of Columbus	Date
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Arlene Shoemaker, President, Franklin County Board of Commissioners	Date
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Dewey R. Stokes, Franklin County Board of Commissioners	Date
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Mary Jo Kilroy, Franklin County Board of Commissioners	Date
--	------

Charles Williams, Jr., Chair, Central Ohio Workforce Investment Board	Date
---	------

Charles Williams, Jr., Chair, Central Ohio Workforce Investment Corporation	Date
---	------

John K. Zachariah, Director, Franklin County Department of Jobs and Family Services, (Member, One-Stop-Operator Consortium)	Date
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M. Valeriana Moeller, Ph.D., President, Columbus State Community College (Member, One-Stop Operator Consortium)	Date
--	------

Ross Dunlap, Superintendent, Eastland-Fairfield Career and Technical Schools (Member, One-Stop Operator Consortium)	Date
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Robert G. Cole, Project Director, Senior Community Service Employment Program, American Association of Retired Persons (AARP) Foundation	Date
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SIGNATURE PAGE CONTINUED

Mark Barbash, Director, Columbus Development Department	Date
Mary Passaglia, Executive Director, Columbus Literacy Council	Date
George Yirga, President and Chief Executive Officer, Columbus Metropolitan Area Community Action Organization	Date
Dennis S. Guest, Executive Director, Columbus Metropolitan Housing Authority	Date
Gene Harris, Ph.D., Superintendent, Columbus Public Schools	Date
Samuel Gresham, Jr., President & CEO, Columbus Urban League	Date
Tim Chambers, Project Director, DEL-JEN (<i>Job Corps</i>)	Date
Inna Kinney, President, Economic and Community Development Institute	Date
Faye Sharp, Field Operations Coordinator, Experience Works	Date
Thomas J. Hayes, Director, Ohio Department of Job and Family Services	Date
Ginger Howard, Southeast Area Manager, Ohio Rehabilitation Services Commission	Date
M. Danielle White, Executive Director, Private Industry Council	Date

**Central Ohio One-Stop System
Memorandum of Understanding**

LIST OF ATTACHMENTS

Attachment A	Partner Service Responsibilities (Worksheet A)
Attachment A-1(a)	Central Ohio One-Stop Service Delivery Flow
Attachment A-1(b)	Service Descriptions
Attachment A-1(c)	Detail of Partner Responsibilities
Attachment A-2	Job Seeker Track Flow
Attachment A-3	Business Flow
Attachment A-4	Core Services Application and Referral (Common Form)
Attachment A-5	Legend for Worksheet A
Attachment A-6	One-Stop Partner Schedule
Attachment A-7	WIA Application
Attachment B	One-Stop Budget Detail (Worksheet B)
Attachment B-1	One-Stop Budget Assumptions
Attachment B-2	Partner Commitments
Attachment C	WIA Performance Levels
Attachment D	Partner Staffing Duties and Policies

Worksheet A: Partner Service Responsibilities
Local Workforce Investment Area # 11 JOBSIGHT SOUTH

Partner	FCDJFS	ODJFS		EVS	CPS	CSCC	ORSC	Exper. Works	AARP	City of Columbus	ECDI	CMAAO	CUL	PIC	CLC	LI	Job Corp
Partner Program(s)	WIA, OWF	Wagner-Peyser, UC TAA, NAFTA, Vet E&T		Adult Ed/ Literacy Carl Perkins	Adult Ed Literacy Carl Perkins	Carl Perkins	Rehab Service	Older Amer. Act	Older Amer. Act	Community Developmt Block Grant		Community Services Block Grant	Welfare To Work	Welfar To Work	Adult Basic Ed/Lit	Ad ult Lit	Job Corps
Program Funding Source	Title I and TANF	Title III		Title II & Perkins Act	TitleII & Perkins Act	Perkins Act	Title IV	Title V	Title V	CDBG		CSBGA	WTW	WTW	Title II		DNR
Additional Program Funding Commitment																	
		WP	VET														
Total Staff at One-Stop	3	6	1	1.5	0	.5	.5	1.5	.5	0	.5	.5	.5	0	0	0	2

CORE SERVICES

Eligibility for funding sources	3S/FT	6S/FT	1S/FT	1C/S FT 1C/S PT	B	1S/PT	1S/PT	1S/PT	1S/PT			1S/PT	1S/PT	T/A	T/A		2S/FT
Outreach, intake & orientation	3S/FT	6S/FT	1S/FT	1S/PT	HC/B	1S/PT	1S/PT	1S/PT 1S/FT	1S/PT	HC/A		HC/A	1S/PT	HC/A	HC/A	HC /A	2S/FT
Initial Assessment of skills	3S/FT	6S/FT	1S/FT	1C/S FT 1C/S PT		1S/PT	1S/PT	1S/PT	1S/PT			1S/PT	1S/PT				2S/FT
Job search and placement assistance	3S/FT	6S/FT	1S/FT	1C/S FT 1C/S PT	A	1S/PT	1S/PT	1SPT	1S/PT			A/HC/T	1S/PT				2S/FT
Labor Market Information	HC/A	HC/A	HC/A	A	HC/A	HC/A	HC/A	HC/A	HC/A			A	1S/PT/A				A
Performance and cost info on training providers	HC/A	HC/A	HC/A	HC/A	HC/A	HC/A	HC/A	HC/A	HC/A	HC/A			HC/A				HC/A
Local performance measures information	A	A	A	A	A	A	A	A	A	A			A				A
Availability of supportive services	3S/FT	6S/FT	1S/FT	1C/S PT			1S/PT	1S/PT	1S/PT		1C/OFF	1S/PT		T			2S/FT
Information regarding filing UC claims	B/T	B/T	B/T														
Information, linkage and referrals to partner agencies	3S/FT	6S/FT	1S/FT	1C/S PT	A/T	1S/PT	1S/PT	1S/PT	1S/PT	A/T	HC/A/T	HC/A/T 1S/PT	1S/PT HC/A/T	T HC/A	T/A HC	A/ HC	2S/FT
Establish eligibility for WTW and non-WIA E&T													1S/PT				
Follow-up services	2S/FT	6S/FT	1S/FT				1S/PT	1S/PT	1S/PT			1S/PT	1/SPT				2S/FT

Worksheet A: Partner Service Responsibilities
Local Workforce Investment Area # 11 JOBSIGHT SOUTH

Partner	FCDJFS	ODJFS		EVS	CPS	CSCC	ORSC	Exper. Works	AARP	City of Columbus	ECDI	CMAAO	CUL	PIC	CLC	LI	Job Corp
Partner Program(s)	WIA, OWF	Wagner-Peyser, UC TAA, NAFTA, Vet E&T		Adult Ed/ Literacy Carl Perkins	Adult Ed Literacy Carl Perkins	Carl Perkins	Rehab Service	Older Amer. Act	Older Amer. Act	Community Developmt Block Grant		Community Services Block Grant	Welfare To Work	Welfar To Work	Adult Basic Ed/Lit	Ad ult Lit	Job Corps
Program Funding Source	Title I and TANF	Title III		Title II & Perkins Act	TitleII & Perkins Act	Perkins Act	Title IV	Title V	Title V	CDBG		CSBGA	WTW	WTW	Title II		DNR
Additional Program Funding Commitment																	
		WP	VET														
Total Staff at One-Stop	1		1														

INTENSIVE SERVICES

Comprehensive or special assessments	1C/S FT		1S/FT	1S/FT	B	1C/OFF	1S/PT				1S/PT		1S/PT	B			2S/FT
Individual or Group Counseling	1C/S FT		1S/FT	1S/FT	B	1S/PT	1S/PT				1S/PT		1S/PT	B			2S/FT
Career Planning	1C/S FT		1S/FT	1S/FT	B	1S/PT	1S/PT				1S/PT		1S/PT	B			2S/FT
Short-term prevocational services	1C/S FT		1S/FT	1S/FT	B	B/HC	1C/OFF				1S/PT		1S/PT	B			2S/FT
Adult education and literacy	1C/S FT			1S/FT	B	B/HC	C/OFF					1S/PT	1S/PT		HC/T/A	HC T	2S/FT
Job readiness training	1C/S FT			1S/FT	B	B/HC	C/OFF				1S/PT	1S/PT	1S/PT	B			2S/FT

Worksheet A: Partner Service Responsibilities
Local Workforce Investment Area # 11 JOBSIGHT SOUTH

Partner	FCDJFS	ODJFS		EVS	CPS	CSCC	ORSC	Exper. Works	AARP	City of Columbus	ECDI	CMAAO	CUL	PIC	CLC	LI	Job Corp
Partner Program(s)	WIA, OWF	Wagner-Peyser, UC TAA, NAFTA, Vet E&T		Adult Ed/ Literacy Carl Perkins	Adult Ed Literacy Carl Perkins	Carl Perkins	Rehab Service	Older Amer. Act	Older Amer. Act	Community Developmt Block Grant		Community Services Block Grant	Welfare To Work	Welfar To Work	Adult Basic Ed/Lit	Ad ult Lit	Job Corps
Program Funding Source	Title I and TANF	Title III		Title II & Perkins Act	TitleII & Perkins Act	Perkins Act	Title IV	Title V	Title V	CDBG		CSBGA	WTW	WTW	Title II		DNR
Additional Program Funding Commitment																	
		WP	VET														
Total Staff at One-Stop																	

TRAINING SERVICES

Occupational skills training	1C/S FT		1S/FT	B/A/T C/OFF	B/A/T C/OFF	B/A/T C/OFF	C/OFF						1S/PT	B/A/T			2S/FT
On-The-Job Training	1S/FT		1S/FT				C/OFF	1S/PT	1S/PT				1S/PT				
Skills upgrade and retraining	1S/FT 1C/S FT		1S/FT	B/A/T C/OFF	B/A/T C/OFF	B/A/T COFF	C/OFF						1S/PT				
Entrepreneurial training	A/B			B/A/T		B/A/T C/OFF	C/OFF				1S/PT						
Incumbent Worker Training	1S/FT			B/A/T C/OFF													
Customized training	1S/FT			B/A/T C/OFF													

JobSight System Service Delivery Flow

One Stop Greeter

The Greeter will have the responsibility of greeting any and all customers who visit the One Stop facility. This individual would greet the “Universal” customer in a positive and helpful manner providing them with information about partner programs, general eligibility guidelines and resources that are available within the system. The greeter should be able to assist the customer in utilizing **all** of the resources within the resource room and should be able to provide a basic tour of the operation. The greeter will have 5 typical referral tracks after the orientation process. **All tracks must be” interlinked”, meaning the customer may flow from track to track as needed.** * Please note that in some instances the customer may elect not to attend an orientation and may go directly to the Resource Room.

1. Resource Room (Assisted and Unassisted)
2. Workshops
3. One Stop Case Manager (assessment, testing, EDP/IEP, Career Exploration etc.)
4. Directly to a one stop partner
5. Directly to other outside community agencies/organizations

Orientation

Orientation is typically the first facet of the customer flow. If the customer is interested in knowing more about the OS services/programs, they can be scheduled for a general orientation. Orientations could be provided every week. The orientation should provide more specific information about the various programs, resources, services and supports that are available. General “Needs Assessment” forms may also be used during orientation to obtain information from the customer as to what their needs are. Some customers may need special assistances and or services such as interpreters, signers for the deaf, or just someone to assist them with applications or other paperwork. This must all be considered prior to or during the orientation.

From this point the customer has a number of choices. They may choose to utilize the services of the Resource Room, Go directly to another OS partner for services, Move further to see a OS Case Manager (working title to be determined) for further assessment and to develop an individual plan, Attend one or more workshops, Be referred to an outside community agency for other services, or they may simply choose to leave.

1. Resource Room

The Resource Room should serve as the “hub” of the One Stop. The self-service menu will be available to all customers who visit the center. The Resource Room is filled with various federal, state and local job postings as well as information about Labor Market Trends, Career Options, Interviewing Techniques, Job Readiness, and a listing of Eligible Training Providers. In addition to the hardcopy job postings the customer will have access to the Internet to obtain online job postings from a large number of Internet job posting services such as America’s Job Bank,

Monster..com, Groovejob.com and many others. Customers will be able to draft/develop resumes, cover letters, etc, process self-directed career assessments, and do basic job search. The state labor exchange system SCOTI is also available as a job search option and provides a self-serve option to job seekers to post their resume, register for services and to view current job postings. Local employers may also utilize the services. Employers may post current openings and or search for qualified employees.

2. Workshops

Customers will be eligible to attend a variety of workshops. Some of the workshops could be provided by OS partners while others may be provided by outside entities, organizations, businesses or other community agencies. Workshops may be considered “core” or “intensive” depending upon the customer status. Some workshop examples include the following:

- Interview Techniques
- Resume Writing
- Job Readiness
- Partner Services
- Effective Job Search
- Financial Aid Tips
- Career Development/Career Options
- Effective Communication In The Workplace
- Small Business Development
- Individual Development Accounts
- Helping Older Workers Overcome Employment Barrier Issues

3. One Stop Case Manager

The One Stop Case Managers should handle any customers who move beyond the “self-service” level. The case manager could provide a more in-depth assessment, develop an Individual Plan for the customer and register them in the state tracking system. The customer may be looking for a job, a better job, long or short-term training or possibly supportive services. The OS case manager will make a determination based on the customer’s needs and the result of their assessment.

4. Direct Partner Referral

Customers may elect to be referred directly to any of the participating One Stop partners at any time in the process. Referrals to OS partners should be tracked using a standard referral form.

5. Direct Referral To Other Agencies Or Organizations

In addition to the internal referral process used to link customers with other One Stop partners, the system should provide direct referral to other outside agencies and organizations as needed. A standard referral process and form should be used for this process as well.

WIA Services Description

Core Services

Core Services will be offered to a universal population for those individuals who need little or no assistance in accessing these services and will be utilized in a self-directed way.

- Eligibility for funding services: provide and accept applications based upon information from the Core Services Application/Referral Form; review for administered program and other partner program eligibility; referrals to other partner agencies as defined in work flow; maintain and coordinate records with one-stop operators.
- Outreach, intake and orientation to the one-stop system: outreach activities include participation in job fairs and local presentations to schools and community organizations; daily or weekly one-stop orientations contingent upon need; Rapid Response dislocated workers presentations, as needed; bi-weekly UI profiling orientation sessions; tours of one-stop to specific populations such as high schools students; use of a common intake form; intake services for those eligible for partner programs; have program information available in a handout or brochure.
- Initial assessment of skill levels: use of the Workforce Development Assessment Form and/or other appropriate skill assessment tool/form; review of individual's resume and/or work history documentation; referrals to appropriate partner as defined in work flow; maintenance of record keeping with one-stop operator.
- Job search and placement assistance: includes data base of job seekers profiles; skills matching for candidates/employers; information on current job posting and job fairs; referrals to job openings; target marketing employers.
- Labor Market Information: access to local and state area workforce statistics by Internet, computer software and hardcopies of workforce information, employer directories and job banks.
- Information regarding performance and cost on training providers: provision of provider's information in a handout or brochure, or access through automated PC system.
- Local performance measures information: provision of information in handout, brochure or access through automated PC system.
- Availability of support services: the following services will be made available to individuals who do not qualify for supportive services from any other funding. The services include, but are not limited to, credential testing fees; GED preparation fees; training in ESOL; job readiness training; basic skills (ABLE, math and reading) training; resume writing/development; interviewing skills training; work clothes;

reimbursement for personal auto mileage; public transportation costs and exceptions as authorized by the One-Stop Operators.

- Information regarding filing unemployment insurance claims: provision of the OHIO Guide to Filing for Unemployment booklets, brochures or handouts; provision of dedicated phone lines to the TRC.
- Information, linkage and referrals to other partner agencies: provision of information, program brochures or handouts; review for partner program eligibility; referrals to appropriate partners.
- Establish eligibility for Non-WIA education and training programs: based upon information from Core Services Application Form, referrals to TANF/OWF case management or non-WIA provider; explore supportive services funding or other available funding source.
- Follow-up services: correspondence and/or telephone call follow-up to individual within (30) days of visiting the one-stop to ensure needs have been addressed; provision of additional information (program brochures, referrals to another partner) to individuals involved in follow-up activities; follow-up and job retention activities in accordance with each partner program; maintenance of follow-up activities on automated system.
- Re-Employment Services - identifying Unemployment Insurance claimants who are likely to exhaust benefits and need job search assistance to make a successful transition to new employment; Send orientation notices to selected claimants; provide linkage between One-stop and UI; determine exemptions from orientation session; conduct Re-employment orientations; provide assessments, counseling, job referral/placement, Job Search workshops or Job clubs and/or referral to education and training programs.
- Employer/business related services – on-site recruitment sessions; facilitate workshops; seminars on topics such as recruitment, strategic planning and diversity in the workplace; monthly domestic violence in the workplace workshops; provide a specialized employer resource area in each one-stop; issue prevailing wage information packets; access to computerized matching system for job openings, data input; provide job matching list of available workers.
- Job development coordinated services – assists with placing participants who successfully complete partner agencies' training programs; distribute job fair and other specialized recruitment session information; coordinate off-site recruiting efforts with partner agencies; coordinate services for employer receiving federal, state, and local funding or incentives to ensure hiring mandates are compliant.

Intensive Services:

Intensive Services are provided when it is determined by initial assessment that the individual is unable to obtain/retain employment through core services. These services provide career information, in-depth strategies and resources that support the individual in his or her career development. Intensive Services include but are not limited to:

- **Comprehensive or special assessments:** to determine skill levels and service needs which may include diagnostic testing and in-depth interviewing to identify employment barriers and employment goals; use of assessments which are pertinent to partner programs; maintenance of test results in automated system.
- **Development of an individual employment plan:** to identify employment goals and combination of services for the participant to achieve self-sufficiency.
- **Individual or group counseling:** includes in-depth job search strategies and information for individuals who can immediately be directed to an employment search; contingent upon need, financial planning and budgeting and how to overcome barriers.
- **Career planning:** review of assessment results; discussion of options for employment and selecting the appropriate career path, development of IEP.
- **Short-term prevocational services:** will be made available contingent upon need and will consist of life skills development, resume writing, and interviewing techniques.
- **Adult education and literacy:** includes assessments for those who exhibit a need for additional literacy training and GED preparation; referral to other partner agencies or community resource.
- **Job readiness training:** targeted to skills that lead to job attainment and retention will be available as follows: Getting Started In Job Search; Employer Expectations; Job Applications and Resume Preparation; The “In’s and Out’s” of Job Interviewing; Networking, Researching and Job Searching; After You Get A Job; Budgeting and Financial Planning; So You Want To Go To School?; Job Retention.

Training Services:

These services will be provided to those individuals who have completed core and intensive services and require further training based upon further assessment. Training services may be available to those individuals who meet eligibility requirements as required by the funding source. Customers who do not obtain employment through Intensive services may be eligible for occupational skills training delivered by WIA certified training providers. Individual Training Accounts (ITA) vouchers, amount and type as defined in the local plan, will be provided to individuals for these services. Training services under the Trade Adjustment Assistance (TAA) will be provided to individuals who have lost employment or had work hours and wages reduced as a result

of international trade. The North American Free Trade Agreement (NAFTA) Transitional Adjustment Assistance (TAA) programs cover workers who are laid off or who are forced to work part-time as a direct result of increased imports from Mexico or Canada, or a shift of U.S. production to those countries. Under the provisions of TAA, individuals may be eligible for purchased training provided with TAA funds paid directly to a training provider on behalf of the worker for costs directly associated with participation in classroom training or on-the-job training. Training obtained at no cost to the worker funded by WIA, federal grants (not including student loans), or other public/private sources are deemed as preferred training. TAA funds may be used to purchase part of the costs of preferred training not funded by other allowable sources. TAA cannot be provided if any cost of the training is self-paid by the worker.

The goal of TAA re-employment services is to assist worker with returning to employment as soon as possible. Upon the completion of job placement and job search assistance (core services) or suitable employment has not been obtained, intensive services must be delivered which includes the development of a re-employment plan outlining the services most suited to the customer's needs.

Partners providing these services are responsible for maintenance of progress records in accordance with the local plan (i.e. attendance, grade level attainment) and must report on a monthly basis to the one-stop operator. Training services include, but are not limited to:

- **Occupational skills training:** based upon the occupational area within Franklin County, the following occupational skills training programs will be available through the ITA voucher: Small Business Management; Computer Engineers; Computer Programmers; Massage Therapy; Acupuncture; Tui Na; Licensed Practical Nursing; Phlebotomy & EKG; Surgical Tech; Real Estate; Appraisal; Insurance/Securities/Office and Administrative Support Supervisor; Medical Transportation; Police Officer; Dental Assistant; Home Inspection; Auto Tech; Bus, Truck, Diesel Mechanic; HVAC/R; Desktop Publishing; CNC Machine Operator; Skilled Trades/Construction; Truck Drivers; Heavy Equipment Operators Welders.
- **On-The-Job Training:** training provided by an employer to a paid employee while productively working in job. The employer is reimbursed up to 50 percent of the wage rate of the employee for a limited training duration. Partner responsibilities include identification and recruitment of potential employers; administration and management of program; follow-up services to assure the individual has successfully completed training and attained permanent unsubsidized employment upon completion of OJT; maintenance of records.
- **Skills upgrade and retraining:** to improve the quality of current skills or the progression of skill level that leads to a higher paying job or career advancement upon completion. Includes identification of career advancement or skill attainment goal and available training resources; partnering with employers to expand training already provided; provision of easily accessible training with evening and/or weekend

hours and convenient locations; follow-up services to assure individuals successfully attain career advancement goals.

- **Entrepreneurial training:** targeted to the development of business planning and a start-up process for successful entrepreneurs. The following areas will be explored: The World of Business and Why Some Businesses Fail; Defining Your Business; Financing Your Business; Goal Setting; Pricing Your Products and Services; Finding Your Market; Managing Your Cash Flow; The business of Business; Managing Your Records; Understanding Financial Statements.
- **Incumbent worker training:** targeted to workers currently holding positions who need to adjust as technology changes. Partner responsibilities include identification of employers; administration and management of cost-shared program; provision of easily accessible programs for working individuals.
- **Customized training:** Made-to-order training developed to meet the special requirements of an employer, conducted with a commitment to employ individuals who successfully complete training. Partners responsibilities include identifying skills training need; soliciting business partners to help design the curriculum; management, location, and scheduling of program; administration and management of employer-shared training costs; follow-up services to assure customer satisfaction.

Detail of Partner Responsibilities

Greeter/Receptionist: All customers visiting the One-Stop Center must register with the Greeter/Receptionist. For customers visiting the One-Stop without a scheduled appointment, the greeter/receptionist will complete a Workforce Today form and direct to the resource room or the appropriate one-stop staff member.

Resource Room: The point of origin from which the majority of program information, resources and services begin. An orientation/overview of the One-Stop system and WIA services will be conducted for all first-time visitors. Little-to-no assistance, mediated and full-service assistance is available to all job seekers based upon need. All job seekers will be encouraged to register on the one-stop electronic job matching system known as the SCOTI system. Self-serve job seekers should be comfortable with operating on the Internet and in describing employment goals and past employment experiences. Mediated service is given to those needing technical assistance with software programs, copiers and other equipment and resources with the resource room. If the job seeker is not comfortable with operating a computer, describing employment goals and past work experience or has supportive service needs, the job seeker will require full or staff-assisted services. The resource room is also available to employers who wish to post job opportunities on the Internet/SCOTI; hard copy postings and on-site recruitment services.

The Facilitator Aide: The FA acts as a “talent scout” for staff-assisted services, group core workshops and partner programs. The Aide will assess the job seeker’s need; assist with the completion of the Core Services Application and the Workforce Development Assessment forms; and refer him/her to the appropriate one-stop staff member.

Career Facilitator: The CF delivers services designed to connect job seekers to employment opportunities, education and training and supportive services made available through WIA partners or other community agencies. The Career Facilitator interviews the job seeker and explains the One-Stop system and WIA program; evaluates the customer’s most recent job search efforts, work history, education and training, job skills abilities, interest and other qualifications. The facilitator will determine what services will enhance the job seeker’s employability and refer him/her to the appropriate one-stop staff member, WIA partner or community resource agency.

ODJFS Veteran Services Representative: The Vet Rep. delivers services designed to connect Veteran job seekers to employment, education and training opportunities, and supportive services made available through Veteran services, WIA partners and/or other community agencies. The Vet Rep. interviews and assesses the veteran job seeker and explains eligible programs and services; issues job referrals and referrals to supportive services resources/providers, WIA

partners and other community agencies; assists with self-directed job search and placement; refers job seeker to training providers; maintains case and conducts follow-up.

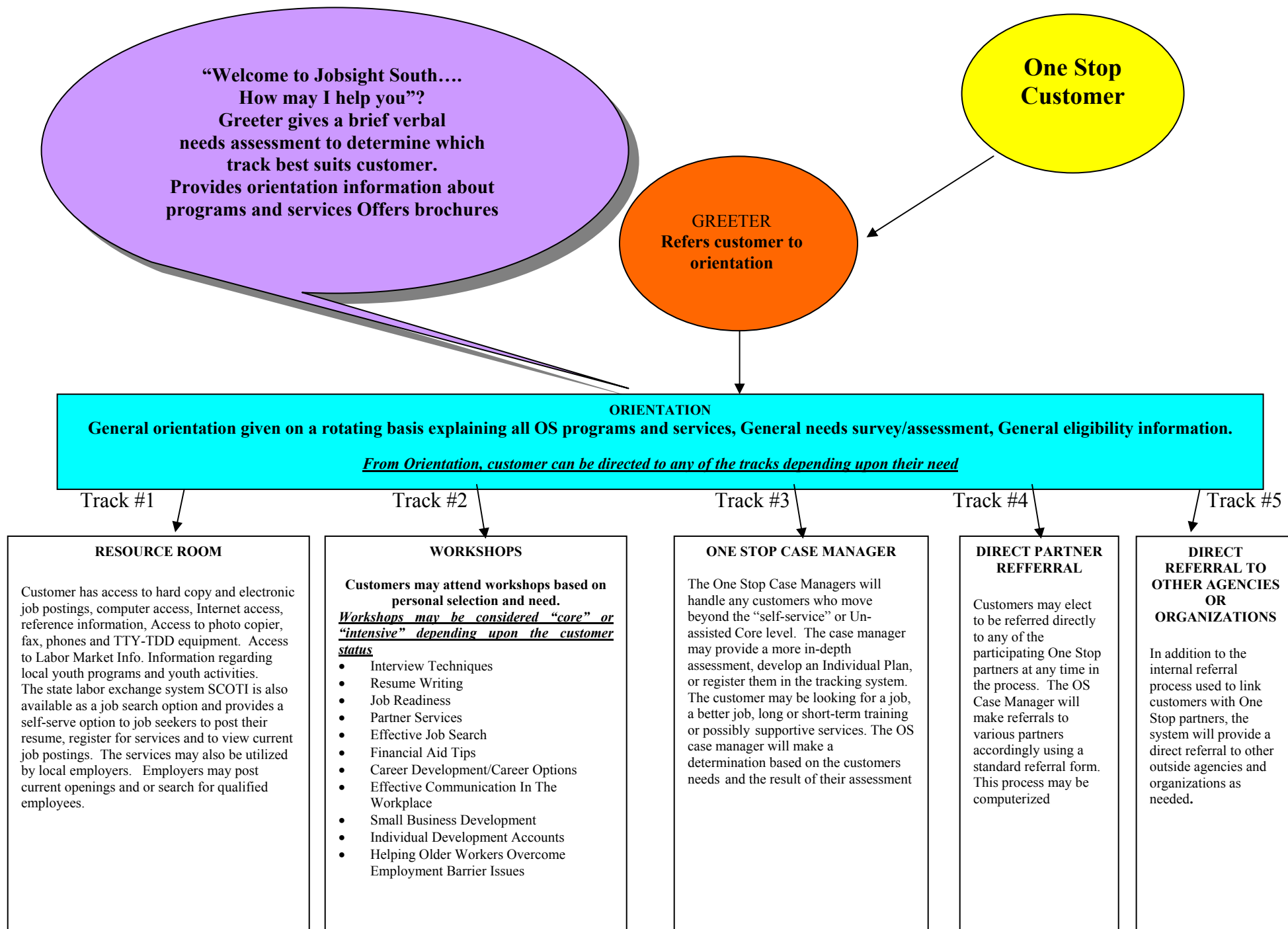
Intensive Services: Intensive services are specialized services delivered to job seekers in need of more in-depth services in order to obtain employment. To be eligible for intensive services dislocated workers and adults must meet the criteria and provide required verification and documentation. Intensive services include counseling and career planning; in-depth job search strategies and resources that support career development. Individuals who do not find employment through intensive services may qualify for an Individual Training Account (ITA).

One Stop Partner: Each partner is responsible for providing a level of Core Services. These services may include job placement, training, labor market information and other specialized services. Based upon partner's program eligibility criteria and specialized service, job seekers may be referred to a partner program/services that will enhance employability. Upon completion of core services, it may be necessary to refer the job seeker to intensive and/or training services.

Personalized Job Development Services: These services are designed for job seekers with minimal barriers and/or special population customers such as the disabled, ex-felons, ESOL and TANF At-Risk. Upon reviewing and evaluating employability, the job developer will target employers and market the job seeker's qualifications. Personalized Job Development Services are available, regardless of service level, to all job seekers. Job developers market the one-stop system and provide recruit services to employers, as well as, arrange customized training, OJT and other employer incentives.

ODJFS Customer Service Representative/Wagner Peyser Services: The CSR's provide customers in need of full SCOTI registration service and referrals to job orders. They also provide NAFTA/TAA assessments and registration and profiling re-employment services. CSR also assist employers with entering job posting on the Internet/SCOTI system and matching potential candidates for hire.

Rapid Response Services: These services are designed to assist employers who must lay-off workers due to the closing of the company and assist laid-off workers with re-employment. Rapid Response services include an assessment of employer and employee needs and the provision of information on various available services. Employers entering the one-stop for services will be referred to the Rapid Response Coordinator.



Central Ohio One Stop Business Flow

Business Wants

1. Motivated job seekers
2. Prepared job seekers
3. Good resume in-hand
4. Interview-ready
5. Able to ask right questions
6. Good appearance
7. Proper hygiene

Business Representatives

- Extension of company
- Location not important
- Business svcs. teams
- Single point of contact
- Educate employers

One Stop Atmosphere

- Positive
- Responsive
- Professional
- Business like

Business Needs

RECRUITMENT

- Tax incentives
- Pre-screening
- Mass recruitment
- Testing/assessment
- Background checks
- Skill matching
- Labor market info
- Min. qualifications
- Interviewing space
- Job fairs
- Web-based job postings
- Resume/job readiness Svcs.
- Info on web-site
- Guaranteed response time
- Gate keeping/traffic control
- Targeted recruitment
- Blind recruitment
- PR and marketing
- OFFCP

TRAINING

- OJT
- Customized training
- Soft-skills training
- Organizational Dev.
- Licensing/certification
- Job profiling
- TAA/TRA
- OTAP
- Pre-job try outs
- CPR/first aid
- Job shadowing
- Work experience
- Cross training

OUT PLACEMENT

- Rapid Response
- PR/marketing
- TAA
- Mass lay-off svcs.
- Pre-lay off svcs.
- Re-employment svcs.
- Job retention svcs.

CUSTOMIZED AND OTHER SERVICES

- Workshops
- Seminars
- 1. Tax credits
- 2. Business grants
- 3. OITP
- 4. SSI
- 5. EEO
- 6. Sexual harassment
- 7. Other related topics
- Emergency services
- Facility usage

JobSight System of Central Ohio
Core Services Application/Referral Form

12-04-02

GENERAL INFORMATION

Name _____ Social Security Number: _____
 Address _____
 City _____ State _____ Zip _____
 Phone () _____ Alternate # _____ Fax _____ Email _____
 Birth Date _____ Gender: ☐ Male ☐ Female ☐ U.S. Citizen? ☐ yes ☐ no Alien Reg.# _____ Expires _____
 Education Level _____ Currently/scheduled to attend school _____

Income (Please check any that applies to the customer)

Source	Yes	No	Amount	How Often	OFFICE USE	
Employment					WIA Adult	
Full-time					TANF/PRC	
Part-time					Dislocated Worker If yes, list employer and date of dislocation	
Unemployment Benefits					Older Worker	
TANF/Food Stamps					Disabled	
Veterans Benefits					Veteran	
Social Security Benefits					Older Youth	
Retirement or Disability Pension					Migrant/Seasonal	
Other (Specify)					If Disabled describe disability:	

Customer Service Detail

Name Of Referring Agency:		Staff Name:	
Phone: ()	Fax:	Email:	
Referring Agency Address:			
Services Provided by Referring Agency:			
Service Length:	Weeks	Days	Hours
Other			
Referring To:			
Reason for referral to another agency:			

Release of Information

I, _____ agree that the staff of the One-Stop Service System may exchange and disclose information about me in order to make determinations of my eligibility for WIA benefits and services provided by programs under the One Stop partner agencies. I further agree that information regarding any employment obtained while in the One Stop System may be disclosed by my employer.

Signature _____ Date _____

TO BE COMPLETED BY RECEIVING AGENCY/PERSON

Referral taken by: _____ Date _____
 Phone _____ Fax _____ Email _____
 Customer Assignment _____
 Follow-up to Referring Agency by _____

General Instructions
JobSight System of Central Ohio
Core Services Application/Referral Form
Revised 12-03-02

Function:

1. To make an initial determination of customer's eligibility for services.
2. Identifies the customer's category for WIA services.
3. Serves as documentation that customer was referred by a partner agency.
4. Identifies the type of services provided by the referring agency.
5. Provides a release of information that allows One Stop partner's agencies to share benefit, service and employment information.
6. Identifies who receives the application/referral and its disposition.

Form Completion:

1. **GENERAL INFORMATION:** used to capture basic demographic information on the customer. Be sure to obtain Alien Reg # and expiration date if it applies. Also list the current level of education for the individual.
2. **INCOME:** used to capture individual income. Please denote the source as applicable.
3. **OFFICE USE ONLY:** used to capture the customer's category for WIA services.
4. **CUSTOMER SERVICE DETAIL:** used to document any core or supportive services provided to the customer by the referring agency. Also identifies the agency or service the customer is being referred to and the reason for the referral.
5. **RELEASE OF INFORMATION:** used to capture the signature for permission to release information to, from, among one stop partners, employers etc.
4. **TO BE COMPLETED BY RECEIVING AGENCY:** identifies the accepting staff person and the type of service the customer has been assigned. It also identifies when follow-up will be conducted by the accepting agency.

Distribution:

1. Original copy - distribute (fax or mail) to agency partner.
2. 2nd copy - to customer.
3. 3rd copy - to case file.

LEGEND FOR Worksheet A**JobSight System of Central Ohio
Partner Service Responsibilities****CODE****DESCRIPTION**

S/FT	# OF STAFF ON-SITE FULL-TIME
S/PT	# OF STAFF ON-SITE PART-TIME
C/S FT	# OF CONTRACT STAFF ON-SITE FULL-TIME
C/S PT	# OF CONTRACT STAFF ON-SITE PART-TIME
HC	HARD COPY AVAILABLE ON-SITE
B	BROCHURES AVAILABLE ON-SITE
T	ACCESS THROUGH TELEPHONE
A	ACCESS THROUGH AUTOMATED SYSTEM (PC)
C/OFF	CONTRACT STAFF OFF-SITE

JobSight SCHEDULE (JobSight South) Office Hours: 8:00 am to 5:00 pm

PARTNER	MON AM/PM		TUE AM/PM		WED AM/PM		THUR AM/PM		FRI AM/PM	
FCJFS	8-5		8-5		8-5		8-5		8-5	
ODJFS	8-5		8-5		8-5		8-5		8-5	
BVR/RSC								1-4:30		
CMACAO	8-5									
City of Col. Housing	Unable									
Col. Met. Hsng. Authority	Unable									
Col. State Comm. College						12:30- 4:30				
Col. Urban League	Non mandatory									
Literacy Initiative	Non mandatory									
North Adult Ed.	No	Available	staff							
PIC	Non mandatory									
AARP	9-1		9-1		9-1		9-1		9-1	
Exp. Works		1-4		1-4		1-4		1-4		1-4
Eastland- Fairfield Career and Tech						12-4				
Col. Lit. Council	No	available	staff							
Job Corps	8:30-5		8:30-5		8:30-5		8:30-5		8:30-5	
ECDI							9-12			

1 of 2

WIA APPLICATION HOUSEHOLD INCOME STATEMENT

DOCUMENTED REASON FOR ELIGIBILITY

☐ Cash Public Assistance

☐ Low Income

☐ Disability

☐ Homeless

☐ Food Stamps

NAME	RELATIONSHIP TO APPLICANT	SOURCE OF INCOME	PREVIOUS 6 MONTH INCOME
1			
2			
3			
4			
5			
6			
7			

A. Family 6 month includable income total: \$ _____

B. Individual 6 month includable income total: \$ _____

SIZE OF FAMILY		1	2	3	4	5	6	*INCREASE
FEDERAL POVERTY LEVEL	MIDWEST METRO	\$4,490.00	\$6,060.00	\$7,630.00	\$9,200.00	\$10,770.00	\$12,340.00	\$1,570.00

ASSESSMENT

Testing Instrument Used

READING

Initial Reading Score: _____

Test Date: _____

MATH

Initial Math Score: _____

Test Date: _____

* Family = Any person related to the applicant by blood, marriage or decree of court, who live in a single residence and is included in one or more of the following categories: husband, wife, dependent children, guardian, guardian's dependent children, guardian's wife/husband

ACKNOWLEDGMENT:

I certify that the information that I have provided herein, is accurate to the best of my knowledge.

Applicant's signature: _____ Date: _____

WIA staff signature: _____ Date: _____

Partner Commitments

FTE'S OR HRS.	FCDJFS	ODJFS	BVR #	CMACAO	CSCC	CUL	COL.C ITY	AARP	EX.WKS.	EASTLAND	JOB CORPS	LITERACY COUNCIL	CPS	JEW. FAM. SVS.	TOTAL HRS. YR.	MIN. HRS. NEEDED
Resource Room	1 FTE 2080 HRS	.50 FTE 1040 HRS					24 HRS. YR.	.50 FTE 1040 HRS	.50 FTE 1040 HRS.		96 HRS. YR	216 HRS.YR.			5536	4160
Workshops	234 HRS. YR.	52 HRS. YR.	6 HRS. YR. #	12 HRS. YR.	104 HRS YR,	12 HRS.YR.	12 HRS. YR.	18 HRS. YR.	18 HRS. YR	12 HRS. YR.	12 HRS. YR	12 HRS. YR.	12 HRS. YR.	60 HRS. YR.	576	520
OS Case Mgmt.	1 FTE 2080 HRS.									2 FTE 4160 HRS. YR.					6240	6240
Business Reps. Job Dev.	4 FTE 8320 HRS.	1.5 FTE 3120 HRS.						.125 FTE 260 HRS. YR.	.125 FTE 260 HRS. YR	.1 FTE 2081 HRS. YR.					14040	16640
Youth Svs. and Referral	104 HRS. YR.				104 HRS. YR.						2 FTE 4160 HRS. YR.				4368	520
Other																

Special seminars to disabled customers once every other month.

Performance Measures

**PROPOSED PLAN MODIFICATION
STATE OF OHIO
WORKFORCE INVESTMENT ACT
TITLE I/WAGNER-PEYSER
FIVE YEAR STRATEGIC PLAN
JULY 1, 2000 - JUNE 30, 2005**

Ohio's Performance Indicators and Goals						
WIA Requirements at Section 136(b) Performance Indicators	Year 2 Actual Performance	Performance Goals by Year				
		1	2	3	4	5
ADULTS						
Adult Entry into Unsubsidized Employment	72%	65%	68%	72%	71%	71%
Adult Retention Rate after 6 Months	81.6%	77%	79%	81%	82%	82%
Adults Earnings Gain after 6 Months	\$5,991	\$3,450	\$3,600	\$3,750	\$3,475	\$3,475
Adult Credential Attainment Rate	52.4%	60%	62%	65%	66.3%	66.3%
DISLOCATED WORKERS						
Dislocated Worker Entered Employment Rate	79.7%	76%	78%	81%	78%	78%
Dislocated Worker Retention Rate	87.8%	84%	86%	88%	88%	88%
Dislocated Worker Replacement Wage	119.9%	88%	90%	93%	98%	98%
Dislocated Worker Credential Attainment Rate	51.5%	60%	62%	65%	66.3%	66.3%
YOUTH 19-21						
Youth 19-21 Entered Employment Rate	74.6%	63%	65%	67%	65%	65%
Youth 19-21 Retention Rate	77.4%	72%	74%	77%	78%	78%
Youth 19-21 Earnings Gains	\$5,619	\$2,850	\$3,000	\$3,200	\$3,264	\$3,264
Youth 19-21 Credential Attainment Rate	32.1%	50%	52%	55%	50%	50%
YOUTH 14-18						
Youth 14-18 Attainment of Basic/Work Readiness/ Occupation Skill	48.8%	72%	74%	77%	72%	72%
Youth 14-18 Attainment of Secondary School Diplomas or Equivalent	23.8%	55%	57%	60%	52%	52%
Youth 14-18 Placement and Retention in Post-Secondary Education Training, or Placement in Military, Employment, Apprenticeships	13.8%	50%	52%	55%	55%	56%
CUSTOMER SATISFACTION						
Participant Customer Satisfaction	79.5%	70%	72%	75%	76.5%	76.5%
Employer Satisfaction	65.3%	66%	68%	70%	71.4%	71.4%

General One-Stop Partner Staffing Duties and Policies

*Actual Policies and Procedures are in development and will be added at a later time
Currently all co-locators observe their own agency policies and procedures.

1. Greet Customers:

Greet the customer and have them sign in as they enter the One-stop area. “**May I help you?**” should be the standard greeting. The customer may have an appointment with one of the agency staff or they could be a “walk-in”. They may be in the office to obtain job leads or to inquire about possible training opportunities, or for a variety of other services. In any event, the partner should direct them to the appropriate staff person, or resources. Depending on the situation, the customer may be satisfied with self-service or they may need some one-on-one.

2. Provide General Orientation About One-Stop Services:

If the customer is new to the system and is unaware of the service that are available in the One-stop, the partner should provide a general orientation outlining the basic services, which are available. At this time brochures, fact sheets or pertinent information can be given to the customer.

3. Guide Customers Around The One-stop:

The customer may need some actual assistance regarding where various resources are displayed throughout the One-stop. The partner should direct them in person if necessary to show them where the actual resources are located, and how to use or access them. Again, this may include reference materials on how to draft a resume, how to interview effectively, how to review educational provider information online etc.

4. Make Referrals To Other Services:

The partner should become knowledgeable with the **basic** programs and resources, which are offered by all other One-Stop Partners. A general resource book will be available for partner use. If an actual referral is made to a partner for services the core services referral form should be used to track the actual referral. The core application and referral form will be the standard form used.

5. Provide Basic Initial Needs Assessment:

General Needs Assessment may simply be “How may I help you”? The Workforce Today Form or similar questionnaire will be used to capture the information. The partner may assist the customer in completing the form if time and customer flow permit. If not, the customer may be directed to have a seat to complete the form. The forms should be maintained in order to track why customers are here and what services they are accessing.

6. Provide Job Postings (Hardcopy and Internet):

The partner should be able to assist the customer with the most recent job postings. There should be hardcopy job postings and or the customer should be assisted with accessing the Internet to view online postings and or to post resumes electronically. Partners may also be needed to assist customers with the actual drafting and preparation of a resume. Guidebooks and sample resumes are provided as a resource.

7. Staff The Reception Desk:

From time to time it may also be necessary for the partner to staff the front reception desk of the One-stop. This may also include answering the phone, taking messages, transferring calls, etc.

8. Escort Customers To Other Areas In The Building:

Customers may need to be escorted to other parts of the building to the restroom area, or to another staff person outside the one-stop area. Partners should familiarize themselves with the building lay out and agency staff.

9. Provide Seminars (day or evening):

At some point in the operation, we will be scheduling ongoing seminars for the general public. Partners who agreed to provide seminars will be placed on a service schedule, which has been pre-arranged with them. Seminars/Workshops may be provided on a variety of topics such as resume writing, interviewing techniques, budgeting, effective job search techniques, starting your own business, credit counseling, etc. Partners are encouraged to make the topics, titles and content relevant to the needs of the general public.

10. Assist Customers With SCOTI Registration:

All partners should become familiar with the state job matching system called SCOTI (Sharing Career Opportunities and Training Information). This system is available through Internet access and provides hundreds of job leads to the general public. If an individual is not already registered, the partner should assist them with the online registration process. A guidebook is provided to step the staff and the customer through the process.

11. Other Duties As Outlined In General Core Services:

Federal law prescribes and outlines the general core services, which must be available to all customers who enter the One-Stop. An outline of the core services will be available to each partner.

12. Report Off Procedures (In Process)

13. Snow-Days (In Process)

14. Lunch Periods (In Process)

15. Supervision (In Process)